

Figure 1

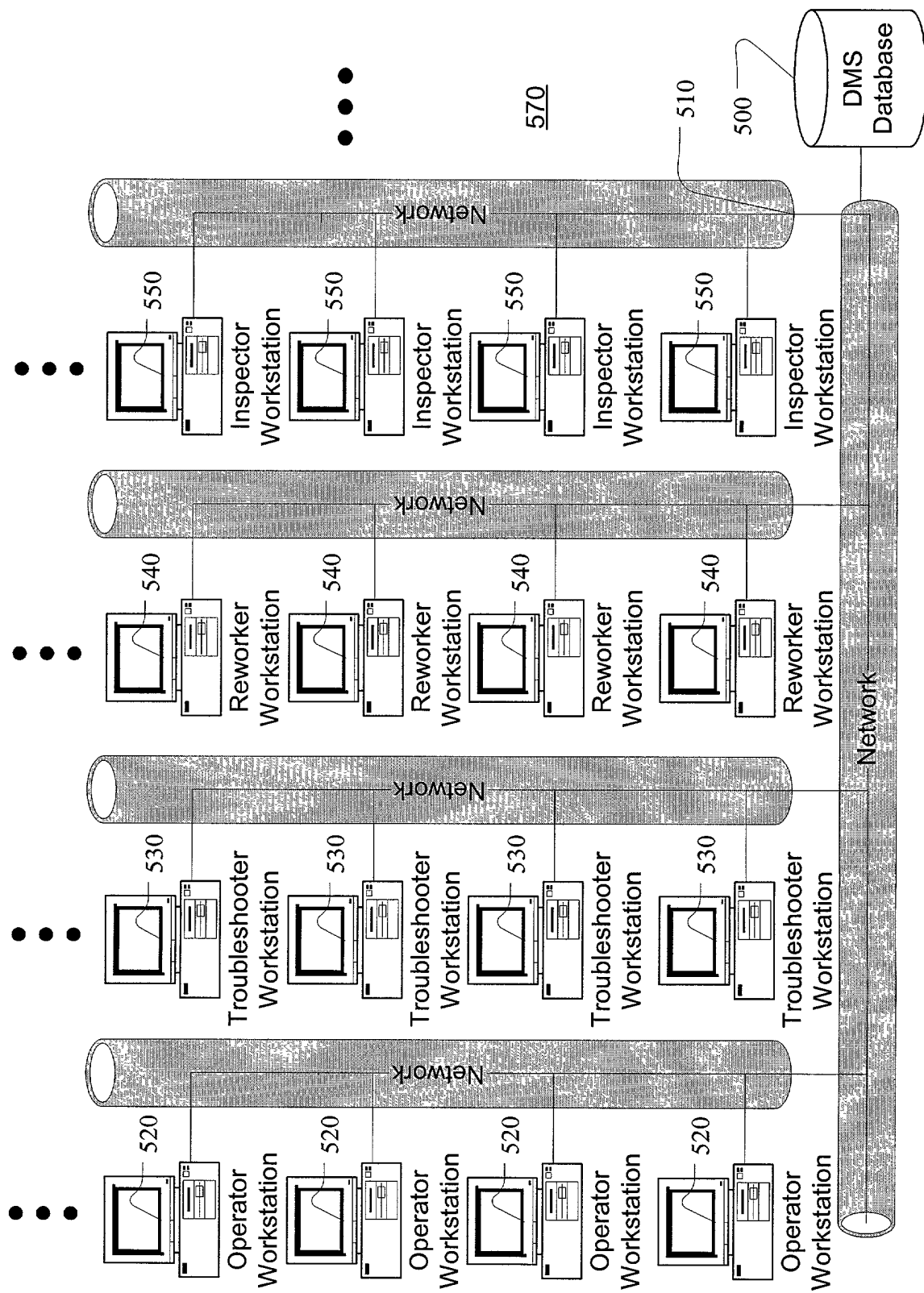


Figure 2

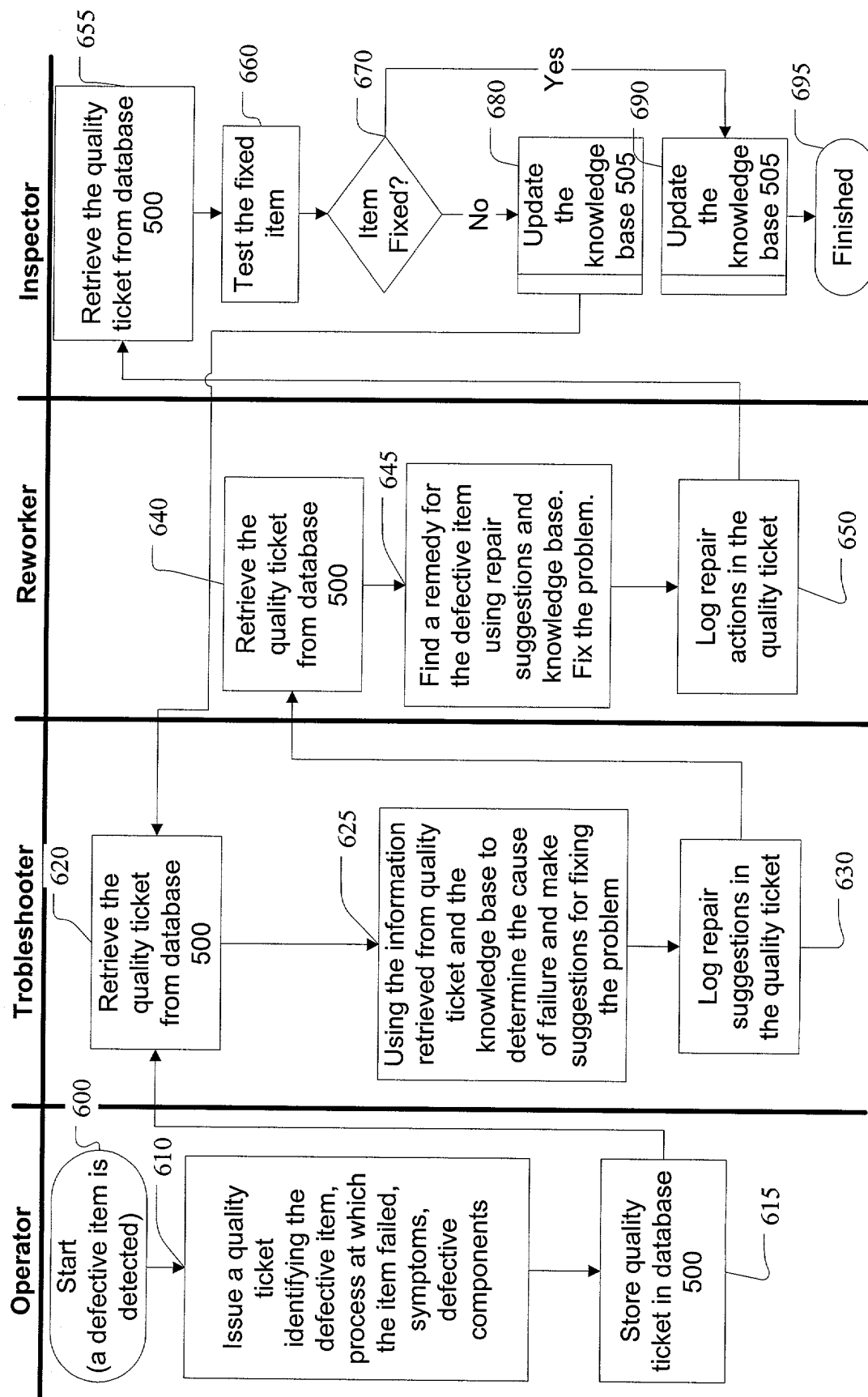


Figure 3

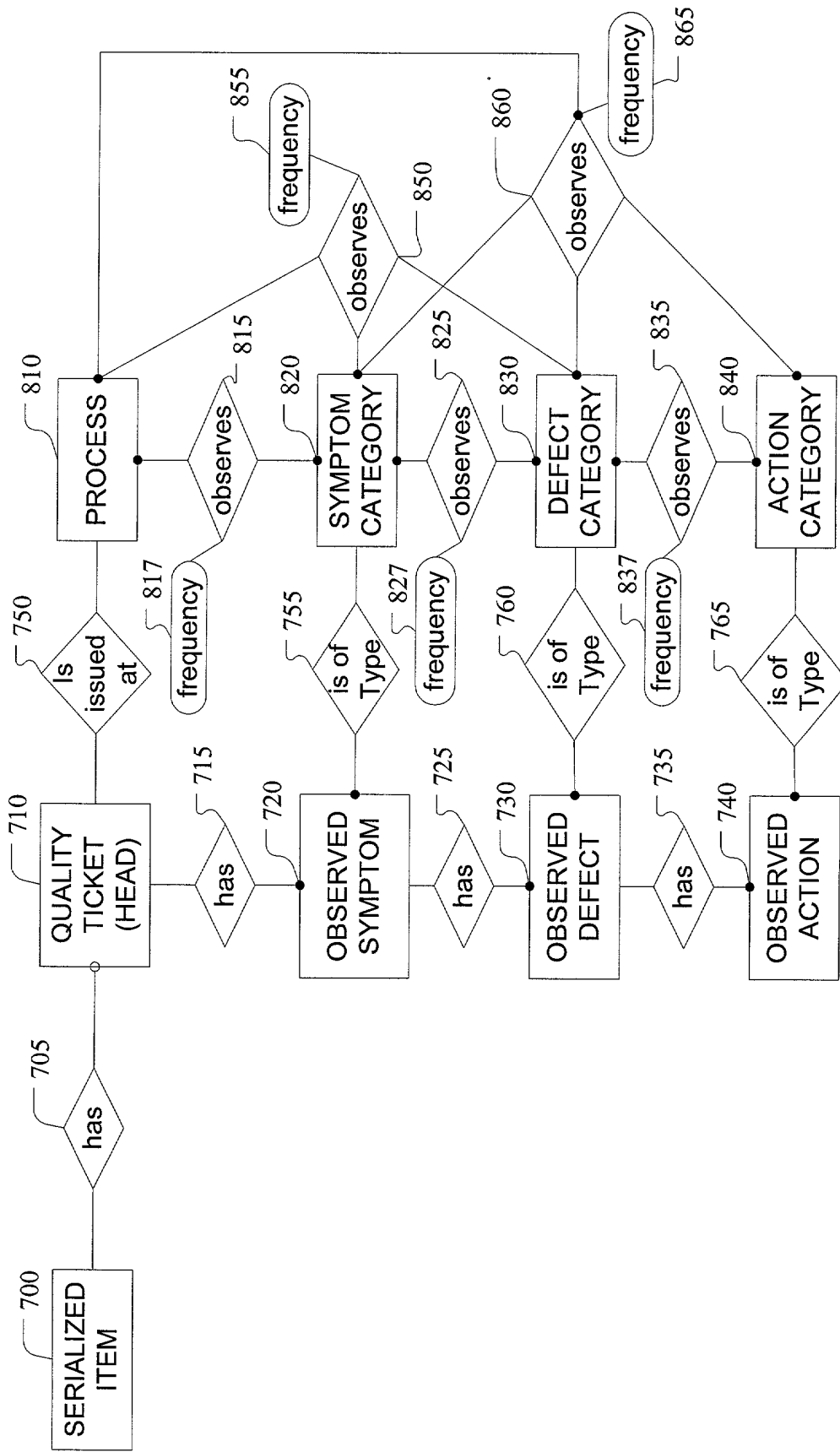


Figure 4

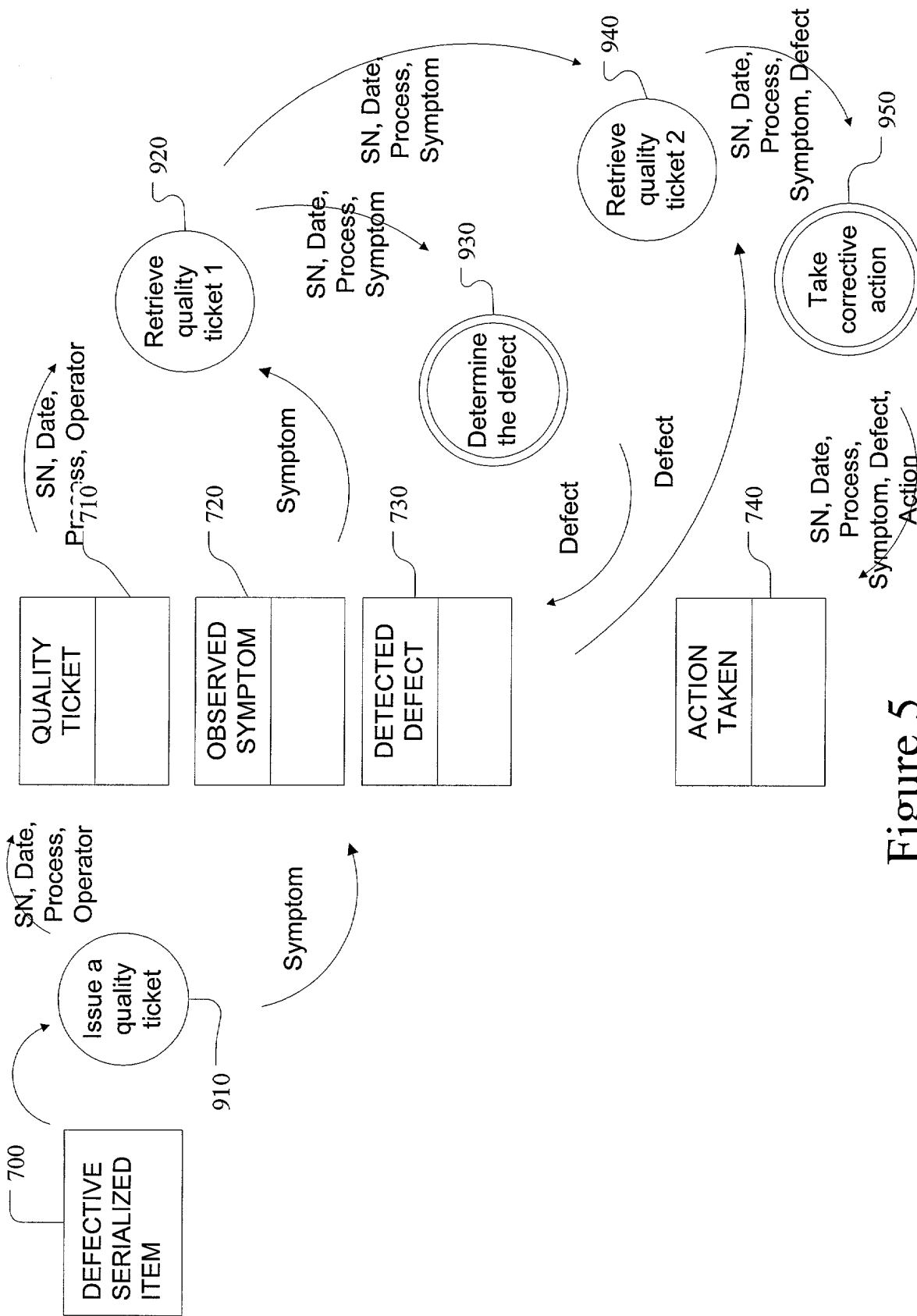


Figure 5

Quality Ticket (V 1.2.2)

10 15 20 25 30 35 40 45 50

Serial Number: [ ]

Ticket: [ ]

Module Info: [ ]

Application: [ ]

Part Number: [ ]

Description: [ ]

Get Info: [ ]

Close Quality Ticket: [ ]

Area Of Operation: [ ]

Symptom: [ ]

Induced By: [ ]

Process (Test Stage): [ ]

Symptom Category: [ ]

Process Step (Test): [ ]

Symptom: [ ]

Comment: [ ]

50 75 85

Quality Ticket Explore: [ ]

QC8 Support: [ ]

Current Operator: [ ]

Cancel/New: [ ]

Default: [ ]

Not Deleted: [ ]

Close: [ ]

95 105 110 115 120 130 135 140

Figure 6a

**Defect Management System (V 1.4.0) - Quality Ticket**

Serial Number:  Lookup

Ticket:   Application:  Part Number:  Description:  Revision:

Area Of Operation:

Symptom:

Process (Test Stage):  Process Step (Test):

Comment:

Quality Ticket Explorer | OCS Support | System Test | CIENA\dmstestuser1 | CIENA\dmstestuser1

Figure 6b









Figure 6 is a screenshot of a software interface titled "Quality Ticket". The interface is organized into several functional areas:

- Header:** A dark bar at the top contains the title "Quality Ticket".
- Input Fields:**
  - Serial Number:** A text box containing "M00000002".
  - Ticket:** A text box containing "420".
  - Lookup:** A button next to the Serial Number field.
  - Get Info:** A button next to the Ticket field.
- Module Info:** A section on the right side showing a tree structure with "Application", "Part Number", and "Description".
- Action Buttons:**
  - Close Quality Ticket:** A button located below the input fields.
  - Save:** A button at the bottom right of the main content area.
  - Close:** A button at the bottom right of the window.
- Symptom Section:** A large central area with a tab labeled "Symptom". It contains:
  - Induced By:** A text box with the value "Process Step (Test)".
  - Process Step (Test):** A text box with the value "0111111111111111".
  - Symptom Category:** A text box with the value "N/A".
  - Comment:** A text box with the value "Testing".
- Quality Ticket Explorer:** A section at the bottom left showing a tree view with "Client Operator", "Client Operator", and "Client Operator".

Figure 9





$$\subset_{140} \subset_{70} \subset_{80} \subset_{90} \subset_{50} \subset_{75} \subset_{85} \subset_{7a}$$
Figure 10b

Figure 10b

[illegible]Figure 11a

Figure 11a

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104080 0262260

140 70 80 295 50 75 85 8a

**Defect/Action Information for Quality Ticket: Ticket#: 4895 [SN: M0000001; PN: 130-0466-900; Rev: 001]**

Operator: CIENA\dmstestuser1  
Process (Test Stage): OT1 - Rx  
Symptom Category: 1-N/A  
Area of Operation: 10G  
Process Step (Test): PX grating test  
Symptom: N/A

Defect

Action

Action Category: Testing2  
Components:  
Comment:

Testing2 Step

Save

To get the detailed information on each defect double click on the corresponding row or click on the Feedback button

Status	Defect Category	Defect	Reference Designator(s)
Not Fixed	Component Defects	Damaged	YERE, EEE
No Action	Component Defects	Damaged	tmdd
No Action	Component Defects	Damaged	GGG, DFDD, DDD
No Action	Component Defects	Damaged	

Feedback Close

7 System Test CIENA\dmstestuser1

200 380 305 390 315 310 320 360 350

Figure 11b



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70 75 80 85

**Defect/Action Information for Quality Ticket: Ticket#: 420 ISN: M0000002; P#: 130-0466-900; Rev: 001**

**Quality Ticket**  
Symptom Info  
Process Step (Test): [OK 11 Transfer Module]  
Symptom Category: [N/A]  
Symptom: [N/A]  
Comment: [Testing]  
Initiated by: [DENAVINNOPIA, CENAVINNOPIA]

**Defect**  
Action Category: [Fiber]  
Components: [u-Bit5]  
Comment: [Testing]  
Result: [Preorder CEN]  
[OK]

**Action**  
Remove & Replace

**Defect List and Details**  
Defect Category: [Fiber Defects]  
Defect: [Broken Fiber]  
Component Defects: [Damaged]  
Fiber Defects: [Broken Fiber]  
Software Defects: [Wrong Software at Test Station]  
Testing: [u-Bit5]

**Defect History**  
Defect: [DENAVINNOPIA, CENAVINNOPIA]  
Log Date/Time: [12/21/00 10:50:00]  
Defect: [DENAVINNOPIA, CENAVINNOPIA]  
Log Date/Time: [12/21/00 11:56:00]  
Defect: [DENAVINNOPIA, CENAVINNOPIA]  
Log Date/Time: [12/21/00 3:09:00 PM]  
Defect: [DENAVINNOPIA, CENAVINNOPIA]  
Log Date/Time: [12/21/00 3:16:00 PM]

**Save Cancel**

**Close**

200 380 305 390 360 307 310 320 330 340 350

Figure 12

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FOUO 626260

70 80 295 75 85 9

Defect/Action Information for Quality Ticket: Ticket#: 4116 (SM: M0000002; PM: 130-0466-940; Rev: 001)

Quality Ticket  
Symptom Info  
Placed (Test Stage): T3 Test  
Symptom Category: P1/A  
Symptom: Floated Step (Test)  
Comment: N/A  
Technician: ignore

Entered by: CIENA Venezuela, CIENA Venezuela

Defect

Action

Action Category: [dropdown]  
Components: [dropdown]  
Entered: [dropdown]

Resolution: CIENA Venezuela, CIENA Venezuela

Feedback

☐ Problem was fixed  
☐ Problem was not fixed

Cancel

Defect List and Details

Defect Category: Defect  
Open Defects: Broken fiber

Feedback

Log Defect Time: 10:45:00 PM

Close

Save

Problem was fixed  
Problem was not fixed

Area of Operation: 1  
Current Operator: CIENA Venezuela, CIENA Venezuela

Figure 13 397

335 Detailed information for defect: 3305 321

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140 280

Troubleshooter: Kazemi-1, Niakam

Defect Category: Component Defects

Defect: Damaged

RD(s): YERE, EEE

Comment:

380 Reworker: Kazemi-1, Niakam

335 Action Category: Components

Action: Cleaned

RD(s):

Comment:

☒ Problem was not fixed

This box is to provide the system with feedback on whether the problem with the item has been fixed or not. This information is being checked when closing the quality ticket. If the quality ticket contains a defect with no corresponding action showing "Problem was fixed" the ticket cannot be closed.

☐ Problem was fixed

☐ Problem was not fixed

Save Feedback

Close

364 366

Figure 14

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105080" 6262660

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387

Troubleshooting Guide		
The following is a list of the most likely causes for the specified SYMPTOM		
Defect Category	Defect	Frequency
Component Defects	Defective Component	58
Testing Defects	Test Error	51
Component Defects	Damaged	26
Fiber Defects	Broken Fiber	11
Connector Defects	Pitted	10
Solder Defects	Insufficient Solder	8
Testing Defects	High Insertion loss	6
Solder Defects	Excessive Solder	5
Testing Defects	Proof Test Break	5
Component Defects	Wrong Component	5

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Figure 15